Rimage 2000i™ Knowledge Base

Important! This document is designed to be viewed online. It contains links to several online processes and procedures, which are not available in the printed version.

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Introduction

This document provides answers for the most frequently asked questions about the Rimage 2000i printer.

Before you walk through any of these troubleshooting steps, refer to the Rimage 2000i Setup and Installation Guide. If you set up your Rimage 2000i with OfficeNet Software Suite, refer to the

Rimage 2000i Setup and Installation Guide for OfficeNet to verify that the equipment is set up correctly.

Select the type of problem you are experiencing from the list below.

- Serial Number
- Software
- Hardware
- Lift arm
- Printer Driver
- Labels
- Ink cartridges
- Media
- Printer does not print
- Recorder
- Print Quality
- Gripper
- Server

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Serial Number

Select a problem to view the solution.

- Where can I find my serial number?
- Can I print serial numbers on labels?
- Why does not my serial number increment?

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Where can I find the serial number?

The Locate Your Rimage Product Serial Number document shows the possible locations for a serial number label and what the label looks like.

Can I print serial numbers on labels?

Yes, you can print serial numbers on labels. To add a serial number to your label, refer to the CD Designer Online Help.

Why does my serial number not increment?

You must configure QuickDisc so the serial number increments.

QuickDisc version 7.x

1. Open QuickDisc.
2. Select **Preferences**. The *Preferences* window opens.
3. Select **Printing**. The *Printing Preferences* display.
4. From the ***Save label counter when printing*** dropdown list, select **Save**.
5. To save the change, select **OK**.

QuickDisc version 6.x

1. Open QuickDisc.
2. From the *Project Summary* panel, select **Settings**. The *Project Settings* window opens.
3. From the *Project Settings* window, select **Label Settings**.
4. From the *Label Settings*, select **Print Settings**. The *Advanced Print Settings* window opens.
5. From the ***Save Label During Printing*** dropdown list, select **Save**.
6. Select **OK**. The *Advanced Print Settings* window closes.
7. From the *Project Settings* window, select **OK** to save the change.

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Software

Select a problem to view the solution.

- The software will not start.
- The software is running slowly.
- How do I open CD Designer in another language?
- What other software can I use to create my labels?
- Can Rimage software record a pre-built ISO disc image file?
- What operating systems are compatible with my Rimage software?
- What graphic formats are supported by CD Designer?
- Can the Rimage software record video files on a DVD to be played in a DVD player for television?
- How can I create a label template if I am using QuickDisc version 6.x?

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The software will not start.

- Log on to Windows using a user account that has local Administrator rights. If you have additional questions, contact your network administrator.

The software is running slowly.

Important! Try these solutions in the order they are presented.

- Disable all antivirus and security software. If this improves operation of the Rimage software, please contact your system administrator and/or antivirus vendor to configure the antivirus software to allow the Rimage software.

  Caution! This workaround may make your computer or your network more vulnerable to attack by malicious users or by malicious software such as viruses. Rimage does not recommend this workaround but we are providing this information so that you can implement this workaround at your own discretion. Use this workaround at your own risk.

  Important:
  An antivirus program is designed to help protect your computer from viruses. You must not download or open files from sources that you do not trust, visit Web sites that you do not trust, or open e-mail attachments when your antivirus program is disabled. If you are connected to the Internet or a network during the time your antivirus software is disabled, your computer is vulnerable to attacks.

  A firewall is software or hardware that creates a protective barrier between your computer and potentially damaging content on the Internet or network. A firewall can help prevent hackers or malicious software (such as viruses and worms) from gaining access to your computer through a network or the Internet.

- Be sure that the computer meets the recommended specifications. Refer to the Rimage 2000i Specifications.
- Use a USB 2.0 card or existing 2.0 port on the computer. Please consult your computer manufacturer or trained computer technician for installation instructions.

How do I open CD Designer in another language?

If you are using CD Designer 7.5 or later, refer to the How Do I open CD Designer in another language? document.

What other software can I use to create my labels?

You can use any graphic program that can save an Acrobat PDF file.

Note: If you use PDF files, you cannot increment serial numbers or merge fields. Rimage recommends using CD Designer to use these features.

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Can Rimage software record a pre-built ISO disc image file?

All versions of Rimage software can record standard ISO image files. To record a standard ISO image file, use the Image File to Disc function in QuickDisc. Some software programs may create their own proprietary disc image file. Rimage software cannot record non-standard disc image files.

What operating systems are compatible with my Rimage software?

Rimage software versions 7.0 and later are supported only on the following Windows operating systems:

- Windows 2000 Professional with SP4
- Windows XP Professional with SP1 or SP2
- Windows 2003 Server

Can the Rimage software record video files on a DVD to be played in a DVD player for television?

You must use a DVD authoring program to produce the video files and convert them to the correct format for DVD players.

- If you have the global video image file created, follow these steps:
    1. From the QuickDisc 7.x toolbar select **New**.
    2. Select the ***More Tasks*** tab.
    3. Select **Record an Image File to Disc**.
    4. Follow the wizard prompts to complete the order.
- If you have the pre-authored video files and folder created, follow these steps:
    1. From the QuickDisc 7.x toolbar select **New**.
    2. Select the ***DVD*** tab.
    3. Select ***Video*** DVD.
    4. Follow the wizard prompts to complete the order.

How can I create a label template if I am using QuickDisc version 6.x?

To create your own label template for QuickDisc and QuickDisc MP version 6, refer to the Create a label template for QuickDisc and QuickDisc MP 6 document for instructions.

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Graphics

What graphic formats are supported by CD Designer?

- Rimage recommends using BMP, TIF, WMF, and JPG files. All files, including JPG files, should be saved at 300 DPI.
- TIF files must be in an RGB color model without LZW compression. If a CYMK TIF file is the only file available, convert the file to an RGB format with a graphics application.

✎ **Note**: Transparency in graphic files will appear white in CD Designer and is not supported.

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Hardware

Select a problem to view the solution.

- Can I place files on my cache hard drive?
- Recorders are not recognized by Production Server after the system initializes.
- How can I operate my Rimage autoloader system to run from remote workstations through the network?

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Can I place files on my cache hard drive?

Cache drives should be reserved for recording purposes only. Placing files on the cache drive adversely affects performance. Rimage recommends that you use your cache hard drive only for recording purposes.

Recorders are not recognized by Production Server after the system initializes.

Important! Try these solutions in the order they are presented.

The driver for the FireWire® controller may be unstable. Run one of the patch fixes from the FireWire Fix document.

- Reinstall the recorder driver.
  1. **Navigate**: Start Menu -> All Programs -> Rimage -> Utilities.
  2. Select **Update Recorder** Driver.

Note: This uses preinstalled drivers and does not require access to the internet or the original software disc

- Ensure recorders are detected by Windows
  1. Right-click on **My Computer**.
  2. Select **Manage**.
  3. Select **Device Manager.**
  4. Select **+** next to DVD/CD-ROM drives.
  5. Verify there are two DVD/CD-ROM drives showing, in addition to the number of DVD/CD-ROM drives in the computer.

How can I operate my Rimage autoloader system to run from remote workstations through the network?

Important: You must have OfficeNet Software to run your Rimage 2000i from remote workstations through the network. To purchase OfficeNet Software, contact your Rimage reseller.

Use the OfficeNet Software Suite disc to install Quick Disc as a client. Refer to the Setup Scenarios section of the Advanced Setup Guide.

Lift arm

The lift arm is not picking discs from the input bin or the printer.

Important! Try these solutions in the order they are presented.

- **Install the latest Service Pack.** To find the latest service pack, refer to the Downloads tab on the Support website. Navigate: www.rimage.com > Support > Desktop > 2000i. Select the Downloads tab. Download the latest service pack.
- For **OfficeNet Software Suite:** Restart Production Server. Refer to the *Rimage System Manager Online Help* for more information.
  1. Start Rimage System Manager.
  2. In the System Explorer panel, select the Control Center.

     Note: If you use multiple Rimage 2000i systems with separate Control Centers, select the one with the affected Rimage 2000i (The Control Center is the computer that runs your Rimage 2000i).
  3. Select the desired Production Server.
  4. Select **Stop**.
  5. Select **Start**.
  6. Resubmit your job.
- **Rimage 2000i Software:** Restart QuickDisc by closing the application and then starting it.

  Note: This solution works only for Rimage 2000i Software.
- Separate the media to ensure that the discs are not sticking together.
- Be sure you are using Rimage media. For more information, see Rimage Media Kits.
- Align the printer. Refer to the *Maintain the Rimage 2000i* section of the Rimage 2000i User Guide.
- Run diagnostic test 3.
  This test uses one disc to calibrate the distance from the lift arm homing position to the supply bin.
  1. Remove all discs from the Rimage 2000i.
  2. Access and select diagnostic test 3.
     a. Press and hold the **operator button** until BUTTON DIAGNOSTICS displays on the operator panel.
     b. Release the operator button. The Rimage 2000i is in diagnostics mode.
     c. Press the operator button three times and hold it on the third press.
  3. When 03 CALIBRATE DIAGNOSTIC displays, hold the **operator button** until STARTING TEST RELEASE BUTTON displays.
  4. Follow the instructions on the LCD: PLACE ONE DISC INTO SUPPLY BIN.

     Important! Ensure that a single disc is in the supply bin. Running diagnostic test 3 with more than one disc will cause the system to operate incorrectly.

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5. When **PRESS/REL to GO** displays, press and release the **operator button**. The lift arm moves to the supply bin and picks up the disc and then drops it in the supply bin. Then, the lift arm moves back to its home position above the printer tray. When this cycle is complete, the Rimage 2000i restarts and exits the diagnostic mode.

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Printer Driver

Select a problem to view the solution.

- How do I remove the 480i printer driver?
- After changing a printer driver setting, the next print did not reflect the change.

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How do I reinstall the 480i printer driver?

1. Unplug the **USB cable** that attaches the Rimage 2000i to the computer.
2. Follow the instructions below for your software.
   - If you are using **OfficeNet Software Suite**:
     a. Navigate: ***Start*** menu> **Settings**> **Control Panel**> **Add or Remove Programs**.
     b. Select **Rimage OfficeNet Software Suite**.
     c. Uninstall the printer driver.
        i. Select **Change/Remove > Modify**. > **Next.**
        ii. Clear the **Printer Driver** checkbox.
        iii. Select **Next**.
        iv. When prompted, select **Yes** to restart the computer.
     d. Reinstall the printer driver.
        i. Insert the OfficeNet Software CD.
        ii. Run setup.exe from the CD.
        iii. Select the **Printer Driver** checkbox.
        iv. Select **Next**.
        v. When prompted, select **Yes** to restart the computer.
        vi. Plug in the **USB cable.**
        vii. If the Found New Hardware Wizard prompts you to connect to the internet, select **No.**
        viii. In the Found New Hardware Wizard, select **Install the software automatically**. A warning message that the software has not passed Windows Logo Testing displays.
        ix. Select **Continue Anyway** to install the driver.
        x. When the driver installation is complete, select **finish.**
   - If you are using **Rimage 2000i Software**:
     a. Navigate: ***Start*** Menu > **Printers and Faxes**.
     b. Uninstall the printer driver.
        i. Select **480i Printer Driver**.
        ii. Delete the **480i Printer Driver**.
     c. Reinstall the printer driver.
        i. Plug in the **USB cable.**
        ii. If the Found New Hardware Wizard prompts you to connect to the internet, select **No.**
        iii. In the Found New Hardware Wizard, select **Install the software automatically**. A warning message that the software has not passed Windows Logo Testing displays.
        iv. Select **Continue Anyway** to install the driver.
        v. When the driver installation is complete, select **finish.**

After changing a printer driver setting, the next print did not reflect the change.

Change Printer Driver Settings

If you are using CD Designer, you must change the printer driver settings through CD Designer with the label file open. The CD Designer label file settings override the printer driver settings.

1. From CD Designer, open the label file.
2. **Navigate:** File **>** Print. The *Print* window opens.
3. Select **Printer Properties**.
4. Make any desired changes to the printer settings.
5. Select **OK**.
6. Close the *Print* window.
7. Save the label file.
8. Print the disc.

Change Label Templates

You can change the label template so all labels created afterward will have the desired change.

1. Open the **Rimage.btw** file, located in “C:\Program Files\Rimage\CD Designer\”
2. **Navigate:** File **>** Print. The *Print* window opens.
3. Select **Document Properties**.
4. Make any desired changes to the printer settings.
5. Select **OK**.
6. Close the *Print* window.
7. Save the label file as **Rimage.btw**.

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Labels

How can I merge data on my label?

- If you are using CD Designer 7.51 or later, refer to the Using merge fields document for instructions.
- If you are using CD Designer 7.5 or earlier, refer to the Using advanced merge fields document for instructions.

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Ink cartridges

Select a problem to view the solution.

- Can I refill my ink cartridges?
- What ink cartridges are compatible with the Rimage 2000i?
- How can I prevent errors when I open the Cartridge Access Cover?

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Can I refill my ink cartridges?

If you refill your Rimage ink cartridges, you may void your warranty and maintenance contract. You must use only authentic Rimage ink cartridges. For more information, see Rimage Media Kits.

What ink cartridges are compatible with the Rimage 2000i?

You must use authentic Rimage ink cartridges for the printer to print on discs. For more information, see Rimage Media Kits.

How can I prevent errors when I open the cartridge access cover?

When changing an ink cartridge, pause the job before opening the cartridge access cover.

1. Press the **operator** button on the Rimage 2000i to pause the autoloader.
2. Open the **cartridge access cover**.
3. After changing the ink cartridge, close the cartridge access cover.
4. Align the new ink cartridge. Refer to the Operate the Rimage 2000i section of the Rimage 2000i User Guide.
5. To resume operation, press the **operator button**.

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Media

Select a problem to view the solution.

- Can I use CD rewritable media?
- Can I copy a DVD to a CD or a CD to a DVD?

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Can I use CD rewritable media?

You can use rewritable media, but Rimage systems do not allow you to write to the media more than once. In other words, you lose the rewritable functionality of the media. Rimage recommends that you use Rimage Media Kits.

Can I copy a DVD to a CD or a CD to a DVD?

You can copy the data from one media type to another media type by moving all the data files to the local hard disk and selecting a Data CD or Data DVD function.

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Printer does not print

Select a problem to view the solution.

- The orders get stuck in the queue.
- The last disc does not print.
- My printer seems like it is printing, but it does not print the disc.
- Why does not my job start when using software suite 5.x to 6.x?
- Why can not I record DVDs when I have DVD-R drives in my autoloader?

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The orders get stuck in the queue.

- **Rimage 2000i Software**: Restart QuickDisc by closing the application and then starting it.

  ✎ **Note:** This solution works only for Rimage 2000i Software.

- **OfficeNet Software Suite**: Cancel all jobs and send them again. Refer to the Rimage System Manager Online Help for more information**.** Use this procedure to cancel orders.

  ✎ **Note**: When an order is cancelled, the submitting client will receive a message that the order has been cancelled.

  1. Open Rimage System Manager.
  2. From the toolbar, select **Control Centers**.
  3. From the System Explorer panel, select the Imaging Server or Production Server from which you want to cancel orders.
  4. Select the ***Server Orders*** tab.
  5. Select the order that you want to cancel.
  6. From the ***Order*** menu, select **Cancel Order**.
  7. Select **OK** to cancel the order.

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The last disc does not print.

Important! Try these solutions in the order they are presented.

- **Rimage 2000i Software**: Restart QuickDisc by closing the application and then starting it.

  Note: This solution works only for Rimage 2000i Software.

- **OfficeNet Software Suite**: Pause Production Server. Refer to the Rimage System Manager Online Help for more information.

  1. Open Rimage System Manager.
  2. From the toolbar, select **Control Centers**.
  3. Select the desired Production Server.
  4. Select the **Pause** button.
  5. Select the **Start** button.

- **OfficeNet Software Suite**: Change the cache settings. Refer to the *Rimage System Manager Online Help* for more information.

  Cache drives are hard drives that hold the temporary disc image file so that streaming the file to the recorder is uninterrupted and underrun errors are less likely to occur.

  1. From the toolbar, select **Control Centers**.
  2. In the System Explorer panel, select the desired Production Server. The Production Server information displays in the right panel.
  3. From the *Settings* window, select the ***Caching*** tab. You can view the cache settings from this tab.
  4. If necessary, change the settings.
     - Use Static Caching – When this option is enabled, the Production Server allocates two full image cache files per recorder of the largest size the hardware is capable of. On systems with DVD drives and OfficeNet Software 7 or later, this will be dual-layer DVDs.

       Note: Enable static caching only if you have sufficient hard drive space. If this option is enabled and the hard drive does not have enough cache drive space, an image creation error occurs when the software cannot save the large image file.

     - Cache drive letters – Add the drive letter of the cache drive to the ***Cache Drive Letters*** field. You can use drive C: if you have one recorder and no cache hard drives. Rimage recommends a dedicated cache drive for each recorder. No comma separators are required between the drive letters.
  5. When you have completed viewing or changing the settings, select **OK** to save your changes or **Cancel** to exit without saving any changes.

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My printer seems like it is printing, but it does not print the disc.

1. **Install the latest Service Pack.** To find the latest service pack, refer to the Downloads tab on the Support website. Navigate: www.rimage.com > Support > Desktop > 2000i. Select the Downloads tab. Download the latest service pack.
2. Open the Disc Color printer driver.
   - Using Windows 2000, navigate: ***Start > Settings > Printers***. The *Printers* window opens.
   - Using Windows XP, navigate: ***Start > Printers and Faxes***. The *Printers and Faxes* window opens.
3. Right-click on **Disc Color 480i**. A dropdown menu displays.
4. From the dropdown menu, select **Printing Preferences**. The *Disc Color 480i Printing Preferences* dialog box opens.
5. Select the ***Mask Settings*** tab.
6. Select **Set Default**. All mask settings are changed to the default settings.

✎ **Note**: If you are printing on the discs from the Rimage media kits, set the Inner Diameter setting to 24 mm.

7. To save the change, select **OK**.
8. Close the *Print* window.
9. Resubmit your job.

Why does my job fail to start when using OfficeNet Software Suite 5.x to 6.x?

To resolve this issue, refer to the QuickDisc orders won't start document. Rimage supports only OfficeNet 6.4 and later on the Rimage 2000i.

Why can I not record DVDs when I have DVD-R drives in my autoloader?

If you are using OfficeNet, version 6.x or later, refer to the Change the media type setting document.

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Recorder

Select a problem to view the solution.

- There are recorder failures.
- There is no power to the recorder.
- The recorder tray will not open.
- The recorder does not recognize the media.

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There are recorder failures.

Important! Try these solutions in the order they are presented.

- Restart the computer.
- Update the firmware. Refer to the Downloads tab on the Support website. To find the latest firmware, refer to the Downloads tab on the Support website. Navigate: www.rimage.com > Support > Desktop > 2000i. Select the Downloads tab. Download the latest firmware.
- **Install the latest Service Pack.** To find the latest service pack, refer to the Downloads tab on the Support website. Navigate: www.rimage.com > Support > Desktop > 2000i. Select the Downloads tab. Download the latest service pack.
- **For OfficeNet Software Suite:** Reinstall the recorder driver.
  1. **Navigate**: Start Menu -> All Programs -> Rimage -> Utilities.
  2. Select **Update Recorder Driver**.

     Note: This process uses preinstalled drivers and does not require access to the internet or the original software disc.
- **For OfficeNet Software Suite:** Clear queue and resend jobs.

  To remove orders, you must be logged in as a user with administrative rights. Use this procedure to remove Pending or Finished orders from the queue. A finished order is any order that has been completed, failed, or cancelled.

  Note: You cannot remove orders that are in process.

  1. Open **Rimage System Manager**.
  2. From the toolbar, select **Control Centers**.
  3. From the System Explorer panel, select the Imaging Server or Production Server that you want to remove orders from.
  4. Select the *Server Orders* tab.
  5. From the **View** dropdown list, select the type of orders that you want to remove. Order types that you can remove include:
     - Failed Orders
     - Pending Orders
     - Cancelled Orders
     - Completed Orders
     - Finished Orders – Completed, Failed, or Cancelled
  6. Remove one or more orders. To remove one or more orders, use one of the following processes.
     - Remove order(s).
       i. Select the order or orders that you want to remove.
       ii. From the Order menu, select **Remove orders**.
     - Remove Finished orders
       - From the *Order* menu, select **Remove** all finished orders.
     - Remove Pending orders.
       - From the ***Order*** menu, select **Remove** all pending orders.

7. Select **OK** to remove the orders.

- Lower the recording speed to 24x/8x and resubmit the job.
  - Using **OfficeNet Software Suite**:
    1. Open **Rimage System Manager**.
    2. From the toolbar, select **Control Centers**.
    3. From the System Explorer panel, select the **Production Server**.
    4. Select **Server Settings**.
    5. Select the ***Recording*** tab.
    6. Lower Maximum CD recording speed to 24x.
    7. Lower Maximum DVD recording speed to 8x.
    8. Click **OK**.
  - Using **Rimage 2000i Software Suite**:
    1. In QuickDisc, select **Rimage System Manager**.
    2. Select **More Settings**.
    3. Select **Recording**.
    4. Lower Maximum CD recording speed to 24x.
    5. Lower Maximum DVD recording speed to 8x.
    6. Select **OK**.
- Be sure you are using Rimage media. For more information, see Rimage Media Kits.
- Recording errors can be caused by loose or improperly connected cables. Reseat the IDE cable, FireWire cables, serial cables, and USB cables. Reboot the Rimage 2000i and then the computer.

- Plug the USB cable into another USB port on the computer.
- Enable Static Caching. Refer to the Rimage System Manager Online Help for more information.
- **OfficeNet Software Suite**: Cache drives are hard drives that hold the temporary disc image file so that streaming the file to the recorder is not interrupted and *underrun* errors are less likely to occur.
- Update the computer to meet specifications. Refer to the Rimage 2000i Specifications.

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- Your Rimage 2000i requires the attention of an authorized Rimage Repair Technician. Contact your Rimage reseller for repair and service options.

There is no power to the recorder.

Important! Try these solutions in the order they are presented.

- Reseat the power cables.
  1. Power off the Rimage 2000i.
  2. Unplug the **power cables**.
  3. Connect the **cables**, ensuring that they are all secure.
  4. Power on the Rimage 2000i.
- Your Rimage 2000i requires the attention of an authorized Rimage Repair Technician. Contact your Rimage reseller for repair and service options.

The recorder tray will not open.

Important! Try these solutions in the order they are presented.

- Reseat the power cables.
  1. Power off the Rimage 2000i.
  2. Unplug the **power cables**.
  3. Connect the **cables**, ensuring that they are all secure.
  4. Power on the Rimage 2000i.
- Your recorder may need to be replaced. Contact your Rimage reseller for repair and service options.

The recorder does not recognize the media.

Important! Try these solutions in the order they are presented.

- Check the media type. Refer to the Change the Media Type Service Bulletin.
- Be sure you are using Rimage media. For more information, see Rimage Media Kits.
- Your recorder may need to be replaced. Contact your Rimage reseller for repair and service options.

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Print Quality

Select a problem to view the solution.

- There are a lot of rejects.
- The finished disc has noticeable bands in the printed disc.
- The print is streaky.
- The print is smearing.
- The print is grainy.
- The print is not masking or prints on the hub.
- The print is “off” color or is printing “faint.”

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There are a lot of rejects.

1. Open **Rimage System Manager**.
2. From the toolbar, select **Control Centers**.
3. In the System Explorer panel, select the desired **Production Server**. The Production Server information displays in the right panel.
4. Select **Server Log**.
5. Examine the log file for recorder errors. If present, see the **There are Recorder Failures** section of this document.

The finished disc has noticeable bands in the printed disc.

Banding can be improved by increasing the ink saturation in the Rimage 480i printer driver. Select the appropriate directions to change the ink saturation:

Printing labels from CD Designer

✎ **Note**: If you are using CD Designer, printing preferences are saved with the label file and are used instead of the printer driver settings.

1. Open the label file with CD Designer.
2. Select **Print**. The *Printer* window opens.
3. Select the **Document Properties** button.
4. Select the ***Colors*** tab.
5. Move the Saturation slider toward “vibrant.”
6. Select **OK**.
7. Close the *Printer* window.
8. Save the label file.
9. Print the label again.

Printing PDF files

When printing with Acrobat (.PDF) files, change the printing defaults in the printer driver.

1. From the Windows Start menu:
   - Navigate: ***Settings > Printers*** in Windows 2000.
   - Navigate: ***Settings > Printers and Faxes*** in Windows XP.
2. Right-click on the Disc Color Printer 480i.
3. From the drop-down menu, select **Properties**. The *Disc Color Printer 480i Printing Properties* window opens.
4. Select the ***Advanced*** tab.
5. Select the **Printing Defaults**.
6. Select the ***Color*** tab.
7. Move the Saturation slider toward *vibrant*.
8. Select **OK**.
9. Print the label again.

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The print has streaks.

Important! Try these solutions in the order they are presented.

- Be sure you are using Rimage media. For more information, see Rimage Media Kits.
- Clean or replace the ink cartridge. Refer to the Operate the Rimage 480i Printer section of the Rimage 480i Printer User Guide.

The print is smearing.

Important! Try these solutions in the order they are presented.

- Be sure you are using Rimage media. For more information, see Rimage Media Kits.
- Clean or replace the ink cartridge. Refer to the Operate the Rimage 480i Printer section of the Rimage 480i Printer User Guide.

The print is grainy.

Important! Try these solutions in the order they are presented.

- Be sure you are using Rimage media. For more information, see Rimage Media Kits
- Replace the ink cartridge. Refer to the Operate the Rimage 480i Printer section of the Rimage 480i Printer User Guide.

The print is not masking or prints on the hub.

Important! Try these solutions in the order they are presented.

- If you are using **OfficeNet Software**, ensure that you have the latest Rimage Service Pack installed. To find the latest service pack, refer to the Downloads tab on the Support website. Navigate: www.rimage.com > Support > Desktop > 2000i. Select the Downloads tab. Download the latest service pack.
- Follow these steps to adjust the mask settings in CD Designer or when printing PDF files.

  Printing labels from CD Designer

  Note: If using CD Designer, printing preferences are saved with the label file and are used instead of the printer driver settings.

  1. Open the label file with CD Designer.
  2. Select **Print**. The *Printer* window opens.
  3. Select the **Document Properties** button.
  4. Select the ***Mask Settings*** tab.
  5. Make your changes to the inner and outer hub diameter under the **Standard Area** settings.

     Note: If your discs have a stacking ring (raised area on the disc for stacking), you will need to make changes to the hub area setting appropriately.

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6. Select **OK**.
7. Close the *Printer* window.
8. Save the label file.
9. Print the label again.

Printing PDF files

When printing with .PDF files, change the Printing Defaults in the printer driver.

1. From the Windows Start menu:
   - **Navigate**: Settings > Printers in Windows 2000.
   - **Navigate**: Settings > Printers and Faxes in Windows XP.
2. Right-click on the **Disc Color Printer 480i**.
3. From the dropdown menu, select **Preferences**. The *Disc Color Printer 480i Printing Preferences* window opens.
4. Select the ***Mask Settings*** tab.
5. Make your changes to the inner and outer hub diameter under the **Standard Area** settings.

   Note: If your discs have a stacking ring (raised area on the disc for stacking), you will need to make changes to the hub area setting appropriately.
6. Select **OK**.
7. Close the *Printer* window.
8. Save the label file.
9. Print the label again.

✎ **Note**: If this doesn't work, reinstall the printer driver.

- **OfficeNet Software Suite**: Reinstall printer driver.
  1. Prepare the system.
     a. Insert OfficeNet Software Suite disc into the computer.
     b. Unplug the USB cable from the Rimage 2000i.
  2. Reinstall the printer driver.
     a. Run setup.exe from the disc.
     b. Select **Modify**.
     c. Clear the **Printer Drivers** checkbox.
     d. Follow the software prompts and reboot the computer.
     e. When Windows has finished booting, run setup.exe from the disc.
     f. Select **Modify**.
     g. Select the **Printer Drivers** checkbox.
  3. Start the computer to accept the driver installation.
     a. Continue through the prompts and restart the computer.

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b. When Windows has finished intitalizing, plug the USB cable into the Rimage 2000i.

c. Restart the computer.

The print is “off” color or is printing “faint.”

Replace the ink cartridges. Refer to the Changing the Ink Cartridges section of the Rimage 480i Printer User Guide.

Gripper

The printer (gripper fingers) is not clamping properly.

You could have warped or defective media.

- Be sure you are using Rimage media. For more information, see Rimage Media Kits.

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Server

Select a problem to view the solution.

- The Production Server will not start or has crashed.
- The Bridge Server will not start.
- The Production Server can not attach to the printer.
- The Production Server will not connect to the Messaging Server.
- Jobs will not process.

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The Production Server will not start or has crashed.

Important! Try these solutions in the order they are presented.

- Restart the Rimage 2000i and then the computer.
- Turn off all antivirus and security software. If this improves operation of the Rimage software, please contact your system administrator and/or antivirus vendor to configure the antivirus software to allow the Rimage software.

  Caution! This workaround may make your computer or your network more vulnerable to attack by malicious users or by malicious software such as viruses. Rimage does not recommend this workaround but we are providing this information so that you can implement this workaround at your own discretion. Use this workaround at your own risk.

  Important:
  An antivirus program is designed to help protect your computer from viruses. You must not download or open files from sources that you do not trust, visit Web sites that you do not trust, or open e-mail attachments when your antivirus program is disabled. If you are connected to the Internet or a network during the time your antivirus software is disabled, your computer is vulnerable to attacks.

  A firewall is software or hardware that creates a protective barrier between your computer and potentially damaging content on the Internet or network. A firewall can help prevent hackers or malicious software (such as viruses and worms) from gaining access to your computer through a network or the Internet.

- **Install the latest Service Pack.** To find the latest service pack, refer to the Downloads tab on the Support website. Navigate: www.rimage.com > Support > Desktop > 2000i. Select the Downloads tab. Download the latest service pack.
- Run a repair on the software.
  1. Place the OfficeNet Software Suite disc in your computer disc drive.
  2. Run setup.exe from the OfficeNet Software Suite.
  3. Select the Repair option and continue through the prompts to repair the installation.
- Uninstall and reinstall the software. Refer to the Uninstall the Rimage software and hardware document.

The Bridge Server will not start.

Bridge Server is for backward compatibility with older non-Rimage software.

- If you are not using non-Rimage software or your non-Rimage software does not require the bridge server, change the startup to Manual and restart the computer.
  1. Right click on **My Computer**.
  2. Select **Computer Management**.
  3. Select **Services & Applications**.
  4. Double-click on **Services**.
  5. Scroll down to **Rimage Bridge Server** and right click.

6. Select **Properties**.
7. Change **Startup Type** from *Automatic* to *Manual*.
8. Click **OK**.
9. Reboot the computer.

Important! If your 3rd party software requires the bridge server, delete c:\Rimage\Interfaces\pofile.pof and c:\Rimage\Interfaces \iofile.iof. Reboot the computer.

The Production Server can not attach to the printer.

Important! Try these solutions in the order they are presented.

- Reseat the **USB cable**.

1. Power off the 2000i.
2. Disconnect the **USB cable**.
3. Connect the **cable**, ensuring that they are all secure.
4. Power on the 2000i.

- Run diagnostic test 3.

  This test uses one disc to calibrate the distance from the lift arm homing position to the supply bin.

1. Remove all discs from the Rimage 2000i.
2. Access and select diagnostic test 3.
   a. Press and hold the **operator button** until BUTTON DIAGNOSTICS displays on the operator panel.
   b. Release the operator button. The Rimage 2000i is in diagnostics mode.
   c. Press the operator button three times and hold it on the third press.
3. When 03 CALIBRATE DIAGNOSTIC displays, hold the **operator button** until STARTING TEST RELEASE BUTTON displays.
4. Follow the instructions on the LCD: PLACE ONE DISC INTO SUPPLY BIN.
   - **Note**: Please ensure only a single disc is in the supply bin. Running diagnostic test 3 with more than one disc will cause the system to operate incorrectly.

5. When PRESS/REL to GO displays, press and release the **operator button**. The lift arm moves to the supply bin and picks up the disc and then drops it in the supply bin. Then, the lift arm moves back to its home position above the printer tray. When this cycle is complete, the Rimage 2000i restarts and exits the diagnostic mode.

- **OfficeNet Software Suite**: Reinstall printer driver.

1. Prepare the system.
   a. Insert OfficeNet Software Suite disc into the computer.
   b. Unplug the USB cable from the Rimage 2000i.
2. Reinstall the printer driver.
   c. Run setup.exe from the disc.
   d. Select **Modify**.
   e. Clear the **Printer Drivers** checkbox.
   f. Follow the software prompts and reboot the computer.
   g. When Windows has finished booting, run setup.exe from the disc.
   h. Select **Modify**.
   i. Select the **Printer Drivers** checkbox.
3. Start the computer to accept the driver installation.
   j. Continue through the prompts and restart the computer.
   k. When Windows has finished intitalizing, plug the USB cable into the Rimage 2000i.
   l. Restart the computer.

The Production Server will not connect to the Messaging Server.

Important! Try these solutions in the order they are presented.

- Turn off Windows firewall or other antivirus/security software. If this allows Production Server to connect to the Messaging Server, please contact your system administrator or antivirus software vendor to configure your security to operate with the Rimage.

Caution! This workaround may make your computer or your network more vulnerable to attack by malicious users or by malicious software such as viruses. Rimage does not recommend this workaround but we are providing this information so that you can implement this workaround at your own discretion. Use this workaround at your own risk.

Important:
An antivirus program is designed to help protect your computer from viruses. You must not download or open files from sources that you do not trust, visit Web sites that you do not trust, or open e-mail attachments when your antivirus program is disabled. If you are connected to the Internet or a network during the time your antivirus software is disabled, your computer is vulnerable to attacks.

A firewall is software or hardware that creates a protective barrier between your computer and potentially damaging content on the Internet or network. A firewall can help prevent hackers or malicious software (such as viruses and worms) from gaining access to your computer through a network or the Internet.

- Verify Messaging Server is starting correctly
  1. Right click on **My Computer**.
  2. Select **Computer Management**.
  3. Select **Services & Applications**.
  4. Double-click on **Services**.
  5. Right click on Rimage Messaging Server.
  6. Select **Start** or **Restart**.
     - If Messaging Server gives error 1062, configuration is corrupt. Reinstall the Rimage software. Refer to the Uninstall the Rimage software and hardware document.
     - If Messaging Server gives error 1069, the user account for Rimage Services has the wrong password or is locked out. Refer to the Advanced Setup Guide for instructions to correct this.
     - If Messaging Server starts with no errors, Messaging server is running correctly

Jobs will not process.

Important! Try these solutions in the order they are presented.

- Turn off Windows firewall or other antivirus/security software. If this allows jobs to process, please contact your system administrator or antivirus software vendor to configure your security to operate with the Rimage.

  Caution! This workaround may make your computer or your network more vulnerable to attack by malicious users or by malicious software such as viruses. Rimage does not recommend this workaround but we are providing this information so that you can implement this workaround at your own discretion. Use this workaround at your own risk.

  Important:
  An antivirus program is designed to help protect your computer from viruses. You must not download or open files from sources that you do not trust, visit Web sites that you do not trust, or open e-mail attachments when your antivirus program is disabled. If you are connected to the Internet or a network during the time your antivirus software is disabled, your computer is vulnerable to attacks.

  A firewall is software or hardware that creates a protective barrier between your computer and potentially damaging content on the Internet or network. A firewall can help prevent hackers or malicious software (such as viruses and worms) from gaining access to your computer through a network or the Internet.
- Verify that enough free hard drive space is available on the drive with the \Rimage folder. You will need enough free space to copy the entire contents of the disc you are trying to create.
- **Rimage 2000i Software**: Restart QuickDisc by closing the application and then restarting QuickDisc.
- **OfficeNet Software Suite**: Clear the queue and then resubmit your job. Refer to the Rimage System Manager Online Help for more information.

  To remove orders, you must be logged in as a user with administrative rights. Use this procedure to remove pending or finished orders from the queue. A finished order is any order that has been completed, failed, or cancelled.

✎ **Note**: You cannot remove orders that are in process.

1. Open Rimage System Manager.
2. From the toolbar, select **Control Centers**.
3. From the System Explorer panel, select the **Imaging Server** or **Production Server** that you want to remove orders from.
4. Select the ***Server Orders*** tab.
5. From the ***View*** dropdown list, select the type of orders that you want to remove. Order types that you can remove include:
   - Failed Orders
   - Pending Orders
   - Cancelled Orders
   - Completed Orders
   - Finished Orders – Completed, Failed, or Cancelled
6. Remove one or more orders. To remove one or more orders, use one of the following processes.
   - Remove order(s)
     1. Select the order or orders that you want to remove.
     2. From the ***Order*** menu, select **Remove orders**.
   - Remove Finished orders
     1. From the ***Order*** menu, select **Remove all finished orders**.
   - Remove Pending orders
     1. From the ***Order*** menu, select **Remove all pending orders**.
7. Select **OK** to remove the orders.

- Restart Production Server. Refer to the Rimage System Manager for more information.
  1. In the System Explorer panel, select the desired **Control Center**.
  2. Select the desired **server**.
  3. Select the **Stop** button.
  4. Select the **Start** button.

If all else fails

- Your Rimage 2000i requires the attention of an authorized Rimage Repair Technician. Contact your Rimage reseller for repair and service options.
- Uninstall and reinstall the software. Refer to the Uninstall the Rimage software and hardware document.
- Contact Rimage Technical Support .

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